

RDB Manage can be purchased as a bolt on to Custodian*24.

RDB Manage is a flexible service, which can be tailored specifically for a client's environment. The following description is a guide to a typical service level.

Benefits and Features

In addition to access to the Custodian*24 Portal, RDB Manage provides the following:

- ➔ Review of the entire environment before the support contract begins.
- ➔ Daily system housekeeping:
 - > System availability
 - > Capacity monitoring
 - > Error monitoring, analysis and management
 - > System backup monitoring
 - > System error monitoring
 - > Corrective action for all supported elements is performed
- ➔ Weekly reports of all work undertaken.
- ➔ Manage system state during business hours.
- ➔ Perform and monitor maintenance shutdowns.
- ➔ Carry out start up and perform system sanity check.
- ➔ Proactive system administration to prevent problems from occurring.
- ➔ Full administration activities.
- ➔ Monitor capacity of environment.
- ➔ Return the system to normal operating state after a system failure.
- ➔ Quarterly patch release report.
- ➔ Annual incident and history report.
- ➔ Quarterly status review meeting.
- ➔ Personal technician providing a single point of contact for the client.

Support Hours

24 by 7 support including bank holidays

Management of Generated Alerts

In the instance of the monitored system moving into a warning or critical status, Custodian*24 automatically generates an alert. This is sent directly to the RDB Concepts team. If the alert is not acknowledged on the Custodian*24 Portal with 15 minutes, it is escalated to the next highest member of the RDB Concepts team. Alerts continue until they are acknowledged and resolved. Critical alerts are dealt with 24 by 7 without exception.

Alerts are directed to the RDB Concepts support team who:

- ➔ Take corrective action to fix the problem.
- ➔ Recover the system to normal state.
- ➔ Perform problem investigation and determination.
- ➔ Work to prevent the problem from recurring in the future.

